MEDICAID
PROVIDER MANUAL
UPDATE

Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, Virginia 23219

www.dmas.virginia.gov

TO: All Providers of Pharmacy services participating in the
           Virginia Medical Assistance Program, Managed Care
           Organizations providing services to Virginia Medicaid
           recipients, and all holders of the Pharmacy Provider
           Manual

FROM: Patrick W. Finnerty, Director   MEMO: Update
           Department of Medical Assistance Services (DMAS)
                                                             DATE: 7/2/2008

SUBJECT: Update to the Pharmacy Provider Manual

The purpose of this memorandum is to notify you of changes to Chapters II & IV of your
Pharmacy Provider Manual. The attached table shows the changes to the Pharmacy Provider
Manual. Please download the new pages to insert into your Provider Manual and retain the
attached table.

Chapters II & IV have been updated to reflect changes in Pharmacy policy. Several initiatives,
such as the National Provider Identifier (NPI), Tamper-Resistant Prescription Pads (TRPP), The
Preferred Drug List (PDL), and Drug Utilization Review (DUR) Programs, have recently
occurred within Pharmacy services.

 Please review these changes carefully.

ELIGIBILITY AND CLAIMS STATUS INFORMATION
DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or
FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy
prescriber identification. The website address to use to enroll for access to this system is
http://virginia.fhsc.com. The MediCall voice response system will provide the same information
and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available
at no cost to the provider.

COPIES OF MANUALS
DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid
Memoranda on the DMAS website at www.dmas.virginia.gov. Refer to the "DMAS Content
Menu" column on the left-hand side of the DMAS web page for the "Provider Services" link,

which takes you to the "Manuals, Memos and Communications" link. This link opens up a page that contains all of the various communications to providers, including Provider Manuals and Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates that are requested.

"HELPLINE"

The "HELPLINE" is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The "HELPLINE" numbers are:

        1-804-786-6273 Richmond area and out-of-state long distance
        1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call. Effective May 23, 2008, your National Provider Identification number (NPI) is required.

Attached Number of Pages: (1)

PHARMACY PROVIDER MANUAL

REVISION CHART
July 2, 2008

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
Chapter II	Chapter II		Entire Chapter	7/2/2008
Chapter IV	Chapter IV		Entire Chapter	7/2/2008

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
Chapter II	Old Chapter II	New Chapter II	
Chapter IV	Old Chapter IV	New Chapter IV	